

DFAS Operations

Operations organized for the customer

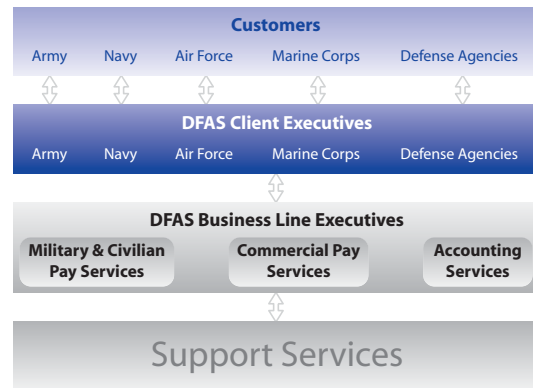
The DFAS enterprise is organized to align with customer needs. To ensure each major customer receives dedicated attention, DFAS assigns a client executive to each Military Service and the Defense Agencies to serve as the primary point of contact. Each client executive's main focus is to understand the specific needs of that customer and then to ensure each of our three business lines fulfills that customer's needs.

The DFAS business line executives deliver specific products and services:

- The Military and Civilian Pay Services Business Line Executive manages all aspects of pay to individuals — paychecks, travel reimbursements and garnishments.
- The Commercial Pay Services Business Line Executive provides payment services to all contractors doing business with the Department of Defense.
- The Accounting Services Business Line Executive provides departmental and field-level accounting and disbursing services.

The DFAS enterprise also includes a number of specialized corporate services that support internal personnel and operations to ensure sufficient resources and tools are available to meet organizational needs.

Located in 26 locations worldwide, DFAS has invested in a secure information technology infrastructure linking employees with each other and with DFAS customers. This robust infrastructure, augmented by e-government solutions, enables DFAS to provide services globally on a 24/7 basis that enhance support and value to DFAS customers.



	FY02	FY01	FY99
Salaries & Wages	879	869	892
Systems	389	385	408
Operations Support	161	157	160
Security, Facilities	81	70	68
Materials & Services	59	66	82
Total	\$1,569	\$1,547	\$1,610

Current as of January 2003